

Clerical and Office Branch
Accounting, Clerical and Cashiering Group
Toll Collection Series

TOLL COLLECTION SUPERVISOR

03/99 (SAC)

Summary

Under general supervision, supervise and coordinate activities related to toll collection at an International Bridge.

Typical Duties

Direct and coordinate toll collection activities, including contracted security, janitorial or armored car services. Involves: reviewing deposits of U.S. and Mexican currency for accuracy and verifying and following up on discrepancies; performing audit reporting in accordance with City audit procedures; compiling periodic financial reports including summaries of revenue collected; investigating and resolving complaints involving toll collectors, security guards, or other public contact staff; reviewing security logs and incident reports; reporting unethical behavior and supporting facts to management for action; overseeing contractor services and informing management of performance; coordinating repair and maintenance of toll booths, bridge approaches, lighting, and traffic lanes marking; monitoring, reporting and resolving operational problems with automated collection, close circuit video, computer or other systems in a timely manner by performing minor troubleshooting or arranging repair with appropriate technical support personnel.

Develop and organize day-to-day activities to achieve goals of assigned function within available resources. Involves: planning work operations by considering priorities, emergency situations, cyclic nature of work flow and established deadlines; adjusting work flow to accommodate available staff capabilities; coordinating functional activities with other organizations; evaluating and recommending adjustments to toll collection procedures.

Supervise assigned clerical, technical and toll collection personnel. Involves: scheduling, assigning, instructing, guiding, checking work; appraising performance; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of conduct, work attendance, and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants and recommending selection.

Perform related duties. Involves: substituting, if assigned, for immediate supervisor during temporary absences by performing delegated duties and responsibilities sufficient to maintain continuity of normal operations and similarly performing any duties of subordinates or coworkers, if required; preparing payroll and purchase requisitions; maintaining records and preparing reports.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D. and four (4) years of toll collection or cash handling experience, including two (2) years experience at a level comparable to a Senior Toll Collector (combining receipts of other cash handlers and preparing deposits); or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: cash handling practices and procedures. Good knowledge of: office procedures, practices, methods and equipment; bank deposit preparation and account reconciliation; Mexican currency and current exchange rate. Some knowledge of: microcomputers; coin sorters and counters; supervisory techniques; bookkeeping and auditing.

Ability to: use automated accounting methods to comply with City and departmental policies and statutory requirements; accurately and quickly calculate figures and amounts such as proportions and percentages; apply concepts of basic algebra and double entry bookkeeping; read and comprehend general business and accounting literature and procedures; supervise assigned personnel; establish and maintain effective working relationships with peers, officials and the public, including dealing courteously with irate people; express oneself clearly and concisely both orally and in writing; research and maintain financial records and prepare reports.

Special Requirements: Must be bondable; must be willing to be on 24-hour call.

Physical Requirements: Exposure to automotive exhaust fumes; work under adverse weather and environmental conditions; lift and carry heavy objects (40 to 50 pounds).

Licenses and Certificates: Valid U.S. Driver's License.

Director of Personnel

Department Head

OFFICIAL